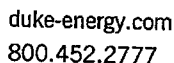


Overdraft Protection

This account is not currently covered by Overdraft Protection. If you would like more information regarding Overdraft Protection and eligibility requirements please call the number listed on your statement or visit your Wells Fargo branch.

Transaction history

<i>Date</i>	<i>Check Number</i>	<i>Deposits/ Additions</i>	<i>Withdrawals/ Subtractions</i>	<i>Ending daily balance</i>
7/28				
8/2		8.62	38.70	-34.51
8/2			8.62	-34.51
8/3				
8/3		900.00	50.00	815.49
8/4			25.00	
8/4			83.00	
8/4			5.00	
8/4			4.00	
8/4			5.00	
8/4			5.00	
8/4			10.00	
8/4			20.00	
8/4			20.61	
8/4			25.00	
8/4			25.00	
8/4			30.00	
8/4			30.00	
8/4			30.00	
8/4			32.00	
8/4	Bill Pay Electric Bill Mobile xxx	2 on 08-04	81.00	384.88
8/5			21.56	
8/5			37.80	
8/5			30.30	295.22
8/6		5.00		
8/6			11.00	
8/6			50.00	
8/6			6.00	233.22
8/9			6.47	
8/9			25.00	
8/9			30.00	
8/9			30.00	



page 1 of 4

JOYCE A ROWELL

For service Jun 29 - Jul 9

10 days

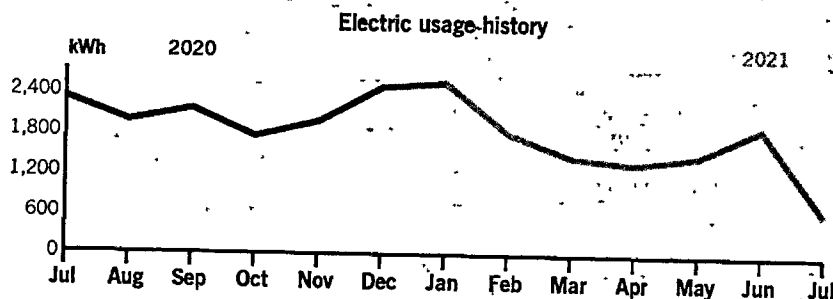
MARION, SC 29571-4318

Account number.

Billing summary

Previous amount due :	\$229.19
<i>Payment received Jul 07</i>	230.00
Electric Charges	73.03
Lighting Charges	4.16
Taxes & Other	3.65
Total amount due Aug 05	\$80.03

Your usage snapshot



	Current Month	Jul 2020
Electric (kWh)	640	2,303

\$

• Thank you for your payment.

Your billing due date has been changed as you requested and is reflected on this bill. Current charges are due on this new due date, and any balance forward is due on the date shown on your prior bill.

Summer weather can mean higher temperatures and higher energy usage. Get tons of ideas to help you cool down your summer energy bill at duke-energy.com/SummerHeat.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit [211.org](https://www.211.org) or dial 2-1-1 to get started.

As required by law, the Public Service Commission of South Carolina (PSCSC) has conducted a public hearing to review Duke Energy Progress' plant operations and fuel costs as well as costs incurred to encourage distributed energy resources. Following this review, the PSCSC approved an updated distributed energy resource rate and fuel cost component, which includes certain environmental and capacity costs, of retail rates paid by all Duke Energy Progress' South Carolina retail customers. As a result, fuel rates for the following customer classes will decrease to the following rates, which include gross receipts tax and regulatory fees: Residential at 2.372¢/kWh and Lighting at 1.884¢/kWh. Fuel rates for the General Service (demand) customer class will decrease to 1.884¢/kWh plus increase to \$1.63/kW, which includes gross receipts tax and regulatory fees. Fuel rates for General Service (non-demand) customer class will increase to 2.486¢/kWh, which includes gross receipts tax and regulatory fees. DEP shall decrease its DERP Charge to \$3.53 per month for the Commercial class, and there will be no change to the \$1.00 per month for the Residential class or the \$100.00 per month rate for the Industrial class. These rates also include gross receipts tax and regulatory fees. The new rates will be reflected for service rendered on or after July 1, 2021. Information concerning the impact of these decisions on all rate schedules is available by calling Duke Energy Progress' Customer Service Center at 1-800-452-2777.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

Amount due

\$80.03
by Aug 5

After Aug 5, a late charge will apply.

\$_____ Amount enclosed

JOYCE A ROWELL

MARION, SC 29571-4318

Duke Energy Payment Processing
PO Box 1003
Charlotte, NC 28201-1003

99005918304700055000000000000000000080840000080035



duke-energy.com
800.452.2777

Your Energy Bill

page 1 of 3

Service address

JOYCE A ROWELL

MARION, SC 29571-4318

Bill date Oct 12, 2021

For service Sep 9 - Oct 11

32 days

Account number

Billing summary

Previous amount due	\$270.62
Payments received	-275.00
Electric Charges	178.28
Lighting Charges	12.47
Misc Charges/Credits	2.93
Taxes & Other	8.91
Total amount due Nov 05	\$198.21



Thank you for your payment.

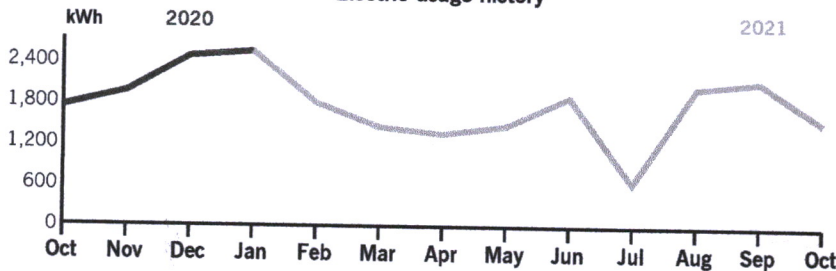
To help us repair malfunctioning streetlights, quickly: 1. Call us at 1-800-419-6356 or visit duke-energy.com/light-repair 2. Provide us with the light's location and your contact information 3. Specific addresses, landmarks and directions work best.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

Your usage snapshot

Electric usage history



	Current Month	Oct 2020
Electric (kWh)	1,543	1,736

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

Amount due

\$198.21
by Nov 5

After Nov 5, a late charge will apply.

\$ _____ Amount enclosed

JOYCE A ROWELL

MARION, SC 29571-4318

Duke Energy Payment Processing
PO Box 1003
Charlotte, NC 28201-1003

99005918304782000550000000000000002025900000198216

ACCEPTED FOR PROCESSING - 2022 March 23 4:27 PM - SCPSC - 2022-120-E - Page 3 of 20

Overdraft Protection

This account is not currently covered by Overdraft Protection. If you would like more information regarding Overdraft Protection and eligibility requirements please call the number listed on your statement or visit your Wells Fargo branch.

Transaction history

<i>Date</i>	<i>Check Number</i>	<i>Description</i>	<i>Deposits/ Additions</i>	<i>Withdrawals/ Subtractions</i>	<i>Ending daily balance</i>
10/28					
10/29				38.70	-80.28
				35.00	-115.28
11/1			29.55		-85.73
11/3					
11/3		well	900.00		
				50.00	764.27
11/4				84.12	
11/4				4.00	
11/4				5.00	
11/4				10.00	
11/4				30.00	
11/4				30.00	
11/4				30.00	
11/4				32.00	
11/4				51.00	
11/4				58.00	
11/4		Bill Pay Electric Bill Mobile xxxx on 11-04		200.00	230.15
11/5			49.25		
11/5				15.00	
11/5				40.00	
11/5				30.00	
11/5				35.00	
11/8				30.30	129.10
11/8			4.50		
11/8			5.00		
11/8			35.00		
11/8			25.00		
11/8				29.00	
11/8				8.00	
11/8				35.00	
11/8				7.55	
11/8				15.55	
11/8				5.00	

Overdraft Protection

This account is not currently covered by Overdraft Protection. If you would like more information regarding Overdraft Protection and eligibility requirements please call the number listed on your statement or visit your Wells Fargo branch.

Transaction history

<u>Date</u>	<u>Check Number</u>	<u>Description</u>	<u>Deposits/ Additions</u>	<u>Withdrawals/ Subtractions</u>	<u>Ending daily balance</u>
12/3					
12/3		ell	900.00		
				50.00	
12/3					
12/6				38.70	769.72
				86.23	
12/6				5.00	
12/6				5.00	
12/6				20.00	
12/6				10.00	
12/6				15.00	
12/6				20.00	
12/6				30.00	
12/6				30.00	
12/6				32.00	
12/6				60.00	
12/6				71.00	
12/6		Bill Pay Electric Bill Mobile xxxxx in 12-06		150.00	
12/6				5.00	
12/6				22.99	
12/6				5.00	
12/6				8.63	
12/6				25.00	
12/6				25.00	
12/6				3.00	140.87
12/7				7.00	
12/7				7.55	
12/7					
12/8				30.30	96.02
				10.00	86.02
12/9					
				42.11	43.91
12/13					
			35.00		
12/13				10.76	
12/13				10.00	



duke-energy.com
800.452.2777

Your Energy Bill

Page 1 of 3

Service address

MS. JOYCE A ROWELL

Bill date Dec 10, 2021
For service Nov 9 - Dec 8
30 days

MARION SC 29571

Account number

Billing summary

Previous Amount Due	\$149.74
Payment Received Dec 07	-150.00
Current Lighting Charges	12.47
Current Electric Charges	185.93
Taxes	9.30
Total Amount Due Jan 04	\$207.44



Thank you for your payment.

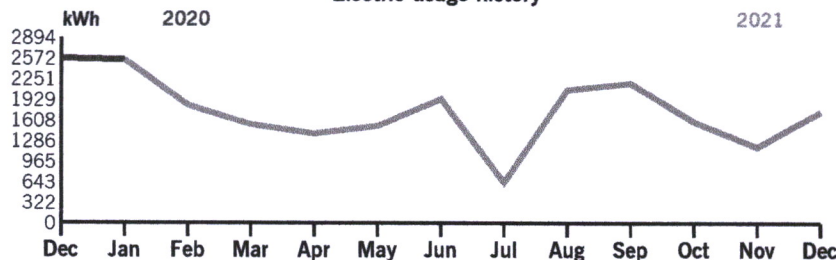
We've made updates to your bill! Your usage snapshot now includes the average outdoor temperature, and a new account number also displays at the top of your statement. If paying electronically, we encourage you to use this new 12-digit number, although payments can be processed under the old account number, too. You can also add a contribution on your payment to help others. Visit duke-energy.com/BillUpdates to learn more.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

Introducing Share the Light Fund, formerly Energy Neighbor Fund. Discover the power of community, whether you need help or want to help others. Add a gift to your bill or learn more at duke-energy.com/ShareTheLight.

Your usage snapshot

Electric usage history



Average temperature in degrees

45° 45° 46° 56° 62° 68° 76° 78° 78° 72° 66° 50° 55°

	Current Month	Dec 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,744	2,572	20,252	1,688
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 0.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

Amount due

\$207.44
by Jan 4

After Jan 4, a late charge will apply.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

MS. JOYCE A ROWELL

MARION SC 29571-4318

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

889100626430140005500000000000000002077000000207442

ACCEPTED FOR PROCESSING - 2022 March 23 4:27 PM - SCPSC - 2022-120-E - Page 7 of 20

Due to a recent billing system update, you may need to re-enter your previously saved banking or card information. You can then save this payment method to your wallet for future payments. We apologize for the inconvenience.



Pay Bill

ACCOUNT NUMBER:

Payment Successful

Receipt PDF

Your Confirmation Number is

Your one-time bill payment made on 01/02/2022 has been successfully submitted to Duke Energy.

Thank you for your payment. This account has a zero balance.

CONFIRMATION #:

ACCOUNT NO.

NAME ON ACCOUNT

JOYCE ROWELL

SERVICE ADDRESS

CITY, STATE ZIP

MARION, SC 29571-4318

MERCHANT NAME

Duke Energy

MERCHANT ADDRESS

526 South Church Street Charlotte

PAYMENT DATE 01/02/2022

PAYMENT TYPE Card

CARD NUMBER

EXPIRATION DATE 04/2025

PAYMENT AMOUNT \$207.44

CONVENIENCE FEE \$0.00

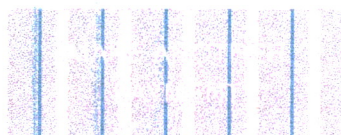
TOTAL \$207.44

Retain this information for your records. If you supplied an email address, a copy of your receipt will be sent on 01/02/2022.

If you need assistance, please contact us at 800-544-6900.

Terms and conditions applicable to your payments.

[Return to Dashboard](#)



Billing & Payment Activity

*Total amount paid may not reflect payments returned by your financial institution.

Activity
All Activity ▼ Export Print

Date ↓	Description	Amount	
02/10/22	Jan 12 to Feb 08 Bill (28 Days) View Bill	\$258.68	▼
02/04/22	Online Payment Debit Card(Visa)	-\$223.65	▼
01/13/22	Dec 09 to Jan 11 Bill (34 Days) View Bill	\$223.65	▼
01/04/22	Online Payment Debit Card(Visa)	-\$207.44	▼
12/10/21	Nov 09 to Dec 08 Bill (30 Days) View Bill	\$207.44	▼
12/07/21	Online Payment ACH	-\$150.00	▼
11/11/21	Oct 11 to Nov 08 Bill (29 Days) View Bill	\$149.74	▼
11/05/21	Online Payment ACH	-\$200.00	▼
10/12/21	Sep 09 to Oct 11 Bill (32Days) View Bill	\$198.21	▼
10/08/21	Cash	-\$200.00	▼
09/15/21	Cash	-\$75.00	▼
09/10/21	Aug 09 to Sep 09 Bill (31Days) View Bill	\$270.62	▼
09/08/21	Cash	-\$255.00	▼
08/10/21	Jul 09 to Aug 09 Bill (31Days) View Bill	\$254.67	▼
08/05/21	Cash	-\$81.00	▼
07/12/21	Jun 29 to Jul 09 Bill (10Days) View Bill	\$80.03	▼
07/07/21	Cash	-\$230.00	▼
06/30/21	May 28 to Jun 29 Bill (32Days) View Bill	\$229.19	▼

January 2
11:17 AM

Edit

Due to a recent billing system update, you may need to re-enter your previously saved banking or card information. You can then save this payment method to your wallet for future payments. We apologize for the inconvenience.

Pay Bill

ACCOUNT NUMBER:

Payment Successful

Save | Print

Your Confirmation Number is

Your one-time bill payment made on 01/02/2022 has been successfully submitted to Duke Energy.

Thank you for your payment. This account has a zero balance.

CONFIRMATION #:

ACCOUNT NO.

NAME ON ACCOUNT

JOYCE ROWELL

SERVICE ADDRESS

CITY, STATE ZIP

MARION, SC 29571-4318

MERCHANT NAME

Duke Energy



SEARCH



Sign Out | Options v

SEND



Save



Spelling



Attach



Insert



Format



Delete

New Window



Joyce Rowel

To: bkirby@ors.sc.gov,

Cc Bcc

Subject: Re: [External] Confidential Customer Information Requested: ROWELL, JOYCE A

FF AA B I U Stationery

I do not understanding your purpose for pulling up a bill that reflects a late payment in charge in the year

-----Original Message-----

From: Kirby, Brad <bkirby@ors.sc.gov>

To:

Cc: Campbell, Chad <ccampbell@ors.sc.gov>

Sent: Wed, Jul 14, 2021 3:23 pm

Subject: FW: [External] Confidential Customer Information Requested: ROWELL, JOYCE A

Dear Ms. Rowell,

I was unable to reach you by phone this afternoon.

Attached is the billing and payment history Duke Energy Progress provided the Office of Regulatory Staff for review. The billing history indicates 4 late fess have been applied to the account in the past 12 months. However, I believe that I advised you that the most recent was in May of 2021, that information was incorrect. The billing history indicated that the most recent late fee was in March of 2021 and prior to that was January 2020. This means that if the account is paid on time, or prior to the due date, for the remainder of 2021 the deposit would be subject for release in February of 2022.

Please contact me at 803-737-5206 if you have any questions.

Thank you,

Brad Kirby

AOL Mail (400)

AOL mail aol.com

100%



SEARCH



Sign Out | Options



Reply



Reply All

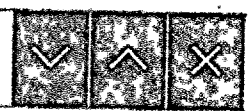


Forward



Delete

More



Re: SC02_RES_Web Form: I need help?

Original message

From: Joyce Rowell

To: Carolina.support@duke-energy.com <Carolina.support@duke-energy.com>

Sent: Mon, Jul 12, 2021 7:33 pm

Subject: Re: SC02_RES_Web Form: I need help?

I kept electricity bill in good standing the two years after deposit was made. I need for you to go back to that time. This two years after the death of my father. This was May 2, 2005. It was pay on time there two. Then you have the audacity to tell me Duke Energy will keep my deposit forever. It going on two years with pandemic and I want my deposit. You can not say my payment was late. As I see you owe my money(deposit) now!

-----Original Message-----

From: [Ral_Support](mailto:Ral_Support@duke-energy.com) <Carolina.support@duke-energy.com>

To:

Sent: Mon, Jul 12, 2021 3:27 pm

Subject: RE: SC02_RES_Web Form: I need help?

Dear Joyce Rowell:

Thank you for contacting Duke Energy Progress.

Regarding your request for information on your deposit, we generally keep the deposit for a minimum of 24 months. As long as you have consecutive service during that time and you have no more than 2 late notice, no disconnections for non-payment, and no returned items (i.e., returned checks) in the last 24 of those months, we will refund your deposit to you on the 24th month. If the criteria is not met; we will continue to hold the deposit until we see a 24-month period when that criteria is met. If it is never met, we will hold the deposit for the life of the account. If and when the account is closed, we will apply the deposit toward the final bill and will return any excess credit to you as a refund check provided there are no other Duke Energy Progress accounts in your name where the credit may be transferred instead. While we hold the deposit, we credit 3.5% annual interest to your active account. Interest accrues after the initial 180 days until the account finals or to the date deposit refund criteria is met and the deposit is refunded, provided the deposit was held more than 180 days. Interest is automatically applied to active accounts every two years and continuing until the deposit is tendered back to you based on the criteria listed above. As of now deposit will be eligible to be refunded January of 2022 if no additional late payments are received.

Thank you for using Duke Energy Progress' online service.

Best Regards,

Manuela

Duke Energy Progress



duke-energy.com
800.452.2777

Your Energy Bill

Page 1 of 3

Service address

MS. JOYCE A ROWELL

MARION SC 29571

Bill date Feb 10, 2022

For service Jan 12 - Feb 8

28 days

Account number

Billing summary

Previous Amount Due	\$223.65
Payment Received Feb 04	-223.65
Current Lighting Charges	12.47
Current Electric Charges	234.49
Taxes	14.72
Total Amount Due Mar 07	\$258.68



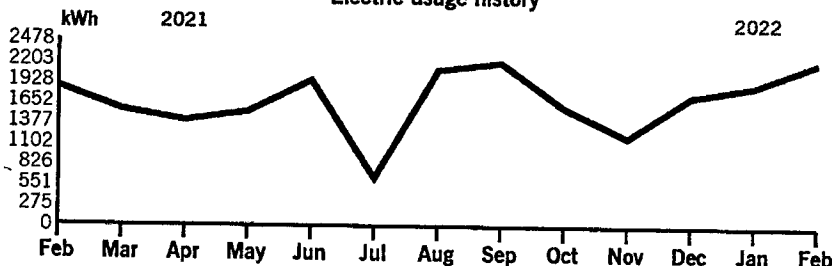
Thank you for your payment.

Winter's cold weather can bring higher energy bills. Get lots of ideas and resources to help control your energy use and save at duke-energy.com/BetterWinterBills.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

Your usage snapshot

Electric usage history



Average temperature in degrees

46° 56° 62° 68° 76° 78° 78° 72° 66° 50° 54° 42° 49°

	Current Month	Feb 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,203	1,847	19,946	1,662
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

Amount due

\$258.68

(by Mar 7)

After Mar 7, a late charge will apply.

\$

Add here, to help others with a contribution to Share the Light

\$

Amount enclosed

MS. JOYCE A ROWELL

MARION SC 29571-4318

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

889100626430140005500000000000000002586800000258685

ACCEPTED FOR PROCESSING - 2022 March 23 4:27 PM - SCPSC - 2022-120-E - Page 16 of 20

CONFIRMATION #:**ACCOUNT NO.****NAME ON
ACCOUNT**

JOYCE ROWELL

SERVICE ADDRESS**CITY, STATE ZIP**MARION, SC 29571-
4318**MERCHANT NAME**

Duke Energy

**MERCHANT
ADDRESS**526 South Church
Street Charlotte, NC
28202**PAYMENT DATE**

03/03/2022

PAYMENT TYPE

Card

CARD NUMBER**EXPIRATION DATE**

04/2025

PAYMENT AMOUNT

\$258.00

CONVENIENCE FEE

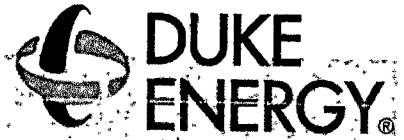
\$0.00

TOTAL

\$258.00



Pay Bill



Your Confirmation Number is _____

Your one-time bill payment made on 03/03/2022
has been successfully submitted to Duke Energy.
Thank you for your payment. This account has a
credit balance of \$482.83. The credit will be
applied to your next bill.

 NOTICE

\$-482.⁸³

Due March 7, 2022

[View Bill](#)

[View Bill](#)

Date	Description	Amount	
03/03/22	Online Payment Debit Card(Visa)	-\$258.00	
02/10/22	Jan 12 to Feb 08 Bill (28 Days)	\$258.68	View Bill
02/04/22	Online Payment Debit Card(Visa)	-\$223.65	
01/13/22	Dec 09 to Jan 11 Bill (34 Days)	\$223.65	View Bill
01/04/22	Online Payment Debit Card(Visa)	-\$207.44	

[View Billing & Payment Activity](#)



Accounts ▾

Brokerage

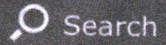
Transfer & Pay ▾

Plan & Learn ▾

Security & Support ▾

Account Summary

Switch Account ▾



Search

Transaction

Declines

[Dispute a Transaction](#)



First < Previous Next >

Date ▾

Description

Amount ▴

Pending Transactions

Authorized Transactions

Amounts may change.

03/03/22 PURCHASE
03/03/22 PURCHASE
03/03/22 ✓ PURCHASE SPI*DUKE-ENE CHARLOTTE NC CARC

-\$84.39

-\$7.00

-\$258.00

03/03/22 PURCHASE FIFTH AND GL CHIPPEWA FALL WI CARD

-\$20.75

03/03/22

-\$50.00

03/03/22

-\$9.72

03/03/22

~~-\$20.00~~

Posted Transactions

⊕ 02/28/22

-\$38.70

⊕ 02/28/22

-\$1.00

⊕ 02/28/22

-\$6.47

⊕ 02/28/22

-\$40.00